

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-1: Please provide the following information for the Company's Telephone Answering Factor Percentage:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see attached. The information for April is more voluminous than other months due to the change for daylight savings time. A summary sheet is provided for ease of review. The attachment is considered a bulk attachment and is being treated consistent with procedural ground rules.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements. While the raw data was correct, there were two typographical errors on the original filing that have been corrected. Please see the revised page III-1 for the month of March, calls answered in 20 seconds and the month of December, total calls answered and emergency calls answered in 40/45 seconds and 20 seconds.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-2: Please provide the following information for the Company's Emergency Answering Percentage Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) See data provided in the response to AG-1-1. The categories titled Skillset: Gas_Leaks and Skillset: Gas_Leaks_Dispatch would be considered emergency response calls.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-3: Please provide the following information for the Company's Service Appointments Kept Percentage Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see attached.
- 2) In order to facilitate compliance with this requirement and for purposes of conservatism, the Company designed its information system to identify or "flag" several potential situations where a service quality appointment may not have been met. This system was intended to and does identify situations where the appointment requirement was satisfied or rescheduled by the customer. There are therefore several instances each month where a report was generated noting that a customer was due the \$25 payment for a "missed" call. In each instance, there was an explanation as to the investigation that was conducted by the Company and the basis for the determination that the relevant standard was satisfied. See the response to 3 below for a description of those adjustments. Please note for the months of January and February there were software issues that were still being addressed. The number of appointments listed as "not on same day" were significantly higher in January and February compared to other months due to these issues. A more comprehensive manual review was therefore conducted in terms of developing the analysis for these months. Nonetheless, the Company is confident all the service appointments in January and February were met as scheduled.
- 3) Please see attached which describes the adjustment for each account listed in the response to 2 above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-4: Please provide the following information for the Company's Meter Reads Percentage Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response: 1) Please see attached. The Company received raw data on two different systems during 2002. From January through mid-July, the data was generated through an Itron system using Premier Plus 2 software. Subsequently, the data was generated through an Itron system using MVRS software. Therefore, the raw data attached is in two different formats. Also, please note the data is provided daily since there are sixteen meter reading cycles on a monthly basis.

Due to the amount of detail associated with meter reads, the Company has attached two representative months for review – March 2002 and September 2002.

- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-5: Please provide the following information for the Company's Consumer Division Cases Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see attached. The data is provided from the DTE on a monthly basis.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-6: Please provide the following information for the Company's Bill Adjustments Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see the attachments provided in the response to AG-1-5 which includes data for both consumer division cases and billing adjustments.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-7: Please provide the following information for the Company's Lost Accident Rate Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see attached. The number of accidents is provided on the OSHA Form 300, "Log of Work Related Injuries and Illnesses". The number of hours worked is provided from internal payroll data and is provided on a monthly basis. Please note, the last column on page III-6 of the Company's Service Quality Report for Calendar Year 2002 filed on March 1, 2003 should not have been included.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-8: Please provide the following information for the Company's Response to Odor Calls Percentage Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response:

- 1) Please see attached. For the month of November 2002 on page III-7 of the Company's Service Quality Report for Calendar Year 2002 filed on March 1, 2003 it should have stated 129 odor calls were taken rather than 128. All of the calls were responded to in 60 minutes or less.
- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-9: Please provide the following information for the Company's Customer Surveys – Random Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response: 1) For the **overall customer satisfaction survey**, a random selection of residential customers was drawn from Berkshire Gas customer files, and 350 residential interviews were completed. Residential customers were screened to be the adult (co)head of the household, excluding anyone who works for a utility or market research company. The **overall customer satisfaction survey** shows that three in four (74%) residential customers give Berkshire Gas a "6" (15%) or "7" (59%) on a 7point scale of satisfaction "*with the service you are receiving from your natural Gas company, Berkshire Gas.*" These results are reliable +/- 5 percentage points at the 95% confidence level. That is, allowing for tolerated sampling error, in 19 of 20 cases, results observed from a repeat of this survey would be within the range of 69% to 79%.

The raw numbers in terms of actual residential customer responses and associated percentages to the 7point scale in 2002 are as follows:

<i>Response codes</i>	"1"	"2"	"3"	"4"	"5"	"6"	"7"	"DK"
<i>Responses</i>	7	4	8	8	46	54	208	15
<i>Percentages</i>	2%	1%	2%	2%	13%	15%	59%	4%

- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-10: Please provide the following information for the Company's Customer Surveys - Calls Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response: 1) Please refer to Section 4 of the Company's 2002 Service Quality Report. For the **contact satisfaction survey**, the names and telephone numbers of customers contacting the Berkshire Gas Call Center during November 2002 were recorded. These customers were then contacted randomly in December 2002 to yield completed interviews with 394 customers (350 residential and 44 business). Respondents were screened to be the individuals who had called the Call Center in the previous month. Results for the **contact satisfaction survey** show that 79% of customers contacting Berkshire Gas in November 2002 gave a "6" (9%) or "7" (70%) on a 7-point scale of satisfaction "*with the service you received from the customer call center of Berkshire Gas.*" These results are reliable +/- 4 percentage points at the 95% confidence level. That is, allowing for tolerated sampling error, in 19 of 20 cases, results observed from a repeat of this survey would be within the range of 75% to 83%.

The raw numbers in terms of actual customer responses and associated percentages to the 7-point scale in 2002 are as follows:

<i>Response codes</i>	<i>"1"</i>	<i>"2"</i>	<i>"3"</i>	<i>"4"</i>	<i>"5"</i>	<i>"6"</i>	<i>"7"</i>	<i>"DK"</i>
<i>Responses</i>	12	5	4	7	42	36	274	14
<i>Percentages</i>	3%	1%	1%	2%	11%	9%	70%	4%

- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-11: Please provide the following information for the Company's Customer Service Guarantees Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response: Please refer to the Company's response to Information Request AG 1-3.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-12: Please provide the following information for the Company's Unaccounted for Gas Category:

- 1) the raw data underlying the measurements;
- 2) the additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements; and,
- 3) a complete and detailed description of the reasons the Company made each additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.

Response: 1) The unaccounted for gas category is calculated by taking the difference between total gas sendout versus total gas sold and transported, including gas used by company. The total sendout is derived from information on the schedules entitled "Gas Purchases" and "Gas Dispatch Monthly Report". Total gas sold and transported is provided on the monthly "Revenue Report" in the column denoted "Ccfs". Gas Used by Company is on the schedule labeled "Meter Reads by Division". Please note some schedules are in Mcf or Ccf and are converted to dekatherms by multiplying the volumes by the applicable monthly BTU factor.

The total sendout for the month of May on page III-12 of the Service Quality Report - 2002 was transposed. A revised Scheduled III-12 is attached.

- 2) There were no additions, reductions, corrections, or any other adjustments made to the raw data and the assumptions used to determine the final measurements.
- 3) See response to 2, above.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-13: Please provide all of the raw data and adjustments for each of the Company's service quality categories in an Excel or Lotus spreadsheet format on a 3" diskette.

Response: The raw data for service quality performance is not available on an Excel or Lotus spreadsheet. As noted in other responses to Information Requests of the Attorney General, hard copies of these materials have been provided.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-14: Please provide a complete copy of the Company's final service quality benchmark plan which includes the benchmarks for 2002, along with all corrections, amendments, and supplements. Include all supporting calculations, source data, details of any excluded data (description of the excluded item and rationale for each exclusion), and assumptions supporting the service quality measures and any penalties incurred. In addition to a hard copy response, all calculations and computations should be provided in the form of working (including working formulae with all related and referenced spreadsheets) Excel 2000 or Lotus 123 spreadsheets.

Response: Please refer to the Company's 2001 Service Quality Report. Specified benchmarks are provided as Attachment AG 1-14. No corrections, amendments or supplements were made to the report or the benchmarks established therein. No penalties were incurred as the Company's performance exceeded all established benchmarks.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-15: Please explain any and all computational or methodological differences in the methods used to collect and compile data and the actual data used in developing the service quality standards included in this Service Quality Plan and those used in developing the standards included in the Company's final service quality benchmark plan which includes the benchmarks for 2002. Include an explanation for the differences and why one method or data source or period was used in one and not another. This response should address explicitly the differences in the historical reliability data.

Response: There is no difference between the methods used to collect and compile data and the actual data used in developing the service quality standards included in this Service Quality Plan and those used in developing the standards included in the Company's final service quality benchmark plan which includes the benchmarks for 2002.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-16: Referring to the Company's capital spending forecast/actual, please breakdown the Company's replacement of mains for each year by material type (cast iron, steel, plastic, etc.).

Response: Please see attached.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-17: Referring to the Company's capital spending forecast/actual, please breakdown the Company's replacement of services for each year by material type (cast iron, steel, plastic, etc.).

Response: Please see attached.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-18: Please provide a complete copy of the Company's original cast iron replacement program that is being used to meet its requirements under the Department's regulations in 220 C.M.R. 113.05.

Response: Please see attached.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-19: Please provide an annual comparison of the actual historical cast iron replacement to the Company's annual amounts required under the Department's regulations in 220 C.M.R. 113.05, since the inception of the program.

Response:

Year	Actual	Standard
1995	810'	1,500'
1996	441'	1,500'
1997	8,786'	1,500'
1998	2,242'	1,500'
1999	1,691'	2,000'
2000	5,273'	2,000'
2001	5,174'	1,773'
2002	3,071'	1,581'
Total	27,488'	13,354'

Please note that the Company's cast iron replacement efforts have achieved results that substantially exceed the Department's standards. The Company notes that replacements in a given year vary consistent with the Company's overall construction program or other factors typically outside the control of the Company such as municipal construction projects.

**Attorney General's
First Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 17, 2003

Question

AG-1-20: Please itemize and quantify the amounts of mains and services as of December 31, 2002 that still need to be replaced by the Company to meet its requirements under the Department's regulations in 220 C.M.R. 113.05.

Response: The amounts of mains and services as of December 31, 2002 that still need to be replaced by the Company to meet its requirements under the Department's regulations in 220 C.M.R. 113.05 are as follows:

Mains:

3" Cast Iron	16,348 feet
4" Cast Iron	329,953 feet
6" Cast Iron	101,827 feet
8" Cast Iron	54,888 feet
10" Cast Iron	6,728 feet
12" Cast Iron	15,425 feet
16" Cast Iron	3,528 feet
Total	528,697 feet

Services:

The Company has a total of 3 cast iron services.